ShoreTel®

Brilliantly simple™

ShoreTel IP Phone 485g User Guide

March 2014

Document and Software Copyrights

Copyright © 2014 by ShoreTel Inc., Sunnyvale, California, USA. All rights reserved.

Printed in the United States of America. Contents of this publication may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without prior written authorization of ShoreTel, Inc. ShoreTel, Inc. reserves the right to make changes without notice to the specifications and materials contained herein and shall not be responsible for any damage (including consequential) caused by reliance on the materials presented, including, but not limited to typographical, arithmetic or listing errors.

Trademarks

ShoreTel, ShoreTel (and logo), Brilliantly Simple, Brilliantly Simple Communication, ShoreGear, ShorePhone, and ShoreWare are registered trademarks of ShoreTel, Inc. in the United States and/or other countries. The ShoreTel logo is a trademark of ShoreTel, Inc. in the United States and/or other countries.

All other copyrights and trademarks herein are the property of their respective owners.

Patents

The ShoreTel IP Phone 485g is covered by patents as listed at http://www.shoretel.com/about/patents.html.

Version Information

ShoreTel IP Phone 485g User Guide

Document Part Number: 800-1929-01

Date: March 4, 2014

Company Information

ShoreTel, Inc.

960 Stewart Drive

Sunnyvale, California 94085 USA

+1.408.331.3300

+1.408.331.3333 (fax)

www.shoretel.com

Table of Contents

Before You Start 3

About This Book 4
Organization 4
Conventions 4
Related Documents 4

Chapter 1 Getting Started 5

Overview of the ShoreTel IP Phone 485g 7
Your Phone's Display 8
Call Appearance Buttons and Programmable Buttons 9
Soft Keys 9
Your Phone's Backlight Operation 10
Reducing Glare on the Phone's Screen 10
Headset Compatibility 10
Setting up Your Phone 10
Assigning Your Extension to the Phone 10
Logging in to the Voicemail System 11
Unassigning Your Extension from the Phone 11
Operating Your Phone 11
Placing Calls 12
Answering Calls 12
Adjusting the Ring and Listening Volume 14
Turning off the Phone's Ringer 14
Muting a Call 14
Guide to the Icons Displayed on Your Phone 15
Using Voicemail 16
Using the Directory 17
Making a Call Using Directory 17
Accessing Speed Dial Numbers in the Directory 17
Finding Detailed Contact Information 18
Using the Intercom through Directory 18
Dialing a Voice Mailbox from Directory 19
Using the Call History Viewer 19
Viewing a List of All Calls Placed, Received, or Missed 20
Placing a Call Using the History Viewer 20
Using the Intercom through the History Viewer 20
Deleting a Call from the History Viewer 21
Interacting with Calls 21

Placing a Call on Hold or off Hold 21
Answering and Switching Among Multiple Calls 22
Diverting an Incoming Call to Voicemail or Another Number 23
Transferring a Call 23
Parking and Unparking Calls 24
Picking up an Incoming Call for Another Extension 25

Chapter 2 Customizing Your Phone 27

Overview of Customizing Your Phone 28
Using Do Not Disturb (DND) Mode 28
Changing Call Forwarding Options 28
Changing Your Automatic Off-Hook Preference to Headset 30
Changing the Ringtone 31
Changing the Wallpaper Displayed on the Phone 32
Changing the Time Zone of Your Phone 32
Enabling Handsfree Mode to Suppress Dial Tone for Off-Hook Headsets 33

Chapter 3 Using Advanced Features 34

Making a Conference Call 35
Using the Join Feature to Conference Active Calls 36
Paging 36
Other Advanced Features 37

Chapter 4 Using Voicemail 38

Voicemail Overview 39
Logging in to the Voicemail System 39
Changing Your Voicemail Greeting 39
Recording Your Name 40
Recording a Personal Greeting 40
Using Voicemail Options 40
Using Message Playback Options 41
Menu of Message Options 41
Using Shortcut Keys 41
Listening to, Replaying, Saving, and Deleting Messages 41
Forwarding a Message 42
Replying to a Message 42

Chapter 5 Troubleshooting 43

Problems and Solutions 44
Getting Help 44
Viewing Phone Information 44
Rebooting Your Phone 45

Before You Start

The following sections provide an overview of this book:

About This Book 4
Organization 4
Conventions 4
Related Documents 4

About This Book

This book is intended for those who use the ShoreTel IP Phone 485g. It describes the phone's features and how to use the phone.

Organization

This document is divided into the following chapters:

- Chapter 1, Getting Started on page 5, provides an overview of the phone and describes how to set up the phone and use it for common tasks.
- Chapter 2, Customizing Your Phone on page 27, explains how to customize your phone through features such as ring tones.
- Chapter 3, Using Advanced Features on page 34, describes how to use the phone to perform advanced tasks, such as making conference calls.
- Chapter 4, Using Voicemail on page 38, describes how to use the voicemail system to listen to messages and perform other tasks related to your voice mailbox.
- Chapter 5, Troubleshooting on page 43, provides information about simple approaches to address issues with your phone.

Conventions

The following typographical conventions are used in this document:

Font	Description
Bold	Keys that you press on the phone
Blue	Cross references with hyperlinks. Click the blue text to go to the indicated section. All chapters have a list of section links on the first page. **Note:** Table of Contents entries are also links, but they are not blue.

Related Documents

The following documents are also available:

- *Wall Mount Installation* describes how to mount the phone on a wall.
- *Quick Reference* provides shortcuts for performing common tasks with the phone.
- *Quick Install Guide* describes the ports on the back of the phone and how to adjust the tilt angle of the phone when it is used on a desk.

CHAPTER 1

Getting Started

This chapter provides an introduction to the ShoreTel IP Phone 485g. It contains the following information:

- Overview of the ShoreTel IP Phone 485g 7
  - Your Phone's Display 8
  - Call Appearance Buttons and Programmable Buttons 9
  - Soft Keys 9
  - Your Phone's Backlight Operation 10
  - Reducing Glare on the Phone's Screen 10
  - Headset Compatibility 10
- Setting up Your Phone 10
  - Assigning Your Extension to the Phone 10
  - Logging in to the Voicemail System 11
  - Unassigning Your Extension from the Phone 11
- Operating Your Phone 11
  - Placing Calls 12
  - Answering Calls 12
  - Adjusting the Ring and Listening Volume 14
  - Turning off the Phone's Ringer 14
  - Muting a Call 14
- Guide to the Icons Displayed on Your Phone 15
- Using the Directory 17
  - Making a Call Using Directory 17
  - Accessing Speed Dial Numbers in the Directory 17
  - Using the Intercom through Directory 18

Dialing a Voice Mailbox from Directory 19
Using the Call History Viewer 19
Using the Call History Viewer 19
Viewing a List of All Calls Placed, Received, or Missed 20
Placing a Call Using the History Viewer 20
Using the Intercom through the History Viewer 20
Deleting a Call from the History Viewer 21
Interacting with Calls 21
Placing a Call on Hold or off Hold 21
Answering and Switching Among Multiple Calls 22
Diverting an Incoming Call to Voicemail or Another Number 23
Transferring a Call 23
Answering and Switching Among Multiple Calls 22
Parking and Unparking Calls 24

Overview of the ShoreTel IP Phone 485g

Welcome to your ShoreTel™ IP phone!

Figure 1 provides an overview of the IP485g phone components. Figure 2 on page 8 shows the ports on the back of the phone.

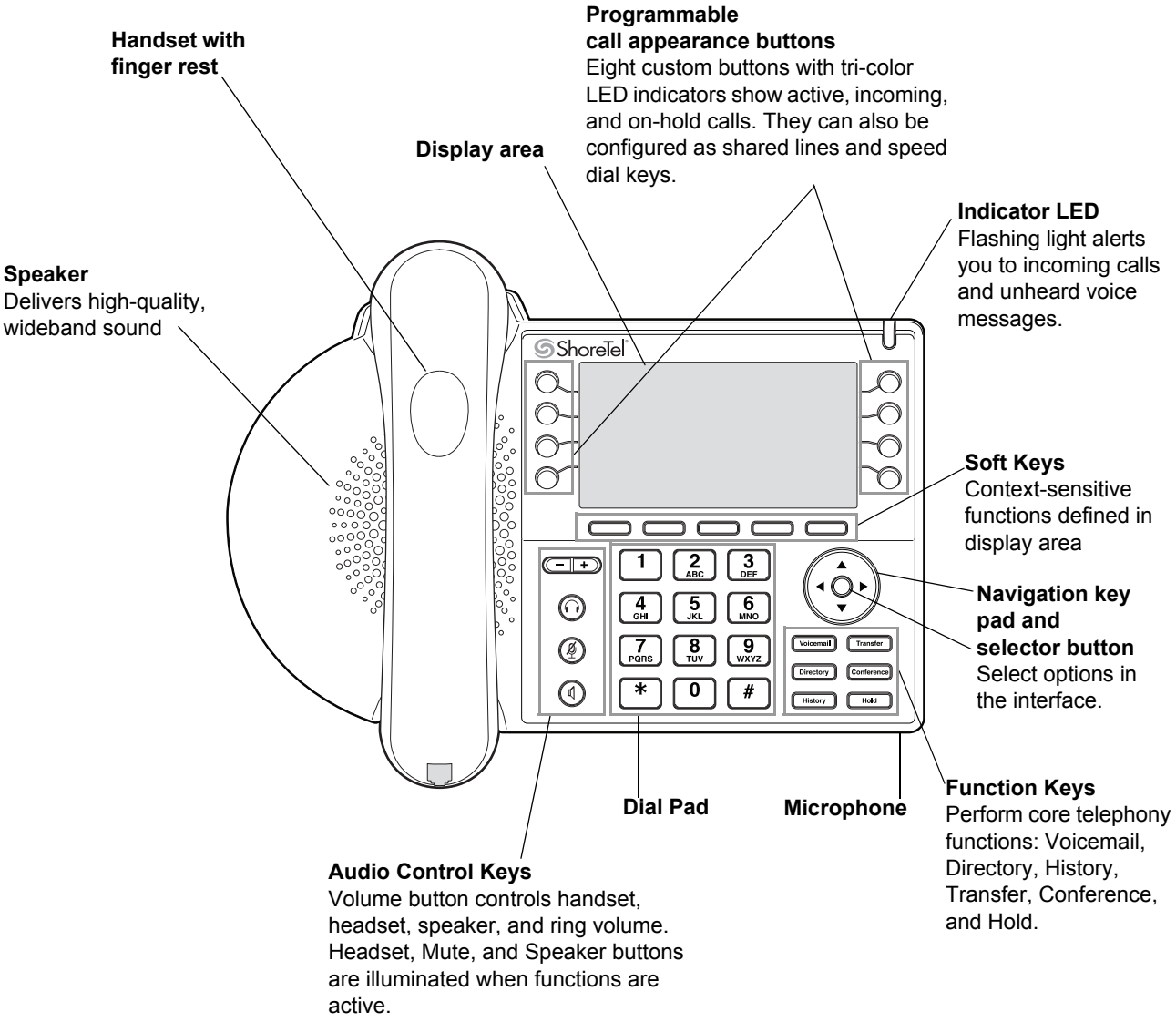
Handset with finger rest
Programmable call appearance buttons
Eight custom buttons with tri-color LED indicators show active, incoming, and on-hold calls. They can also be configured as shared lines and speed dial keys.
Display area
Indicator LED
Flashing light alerts you to incoming calls and unheard voice messages.
Speaker
Delivers high-quality, wideband sound
Soft Keys
Context-sensitive functions defined in display area
Navigation key pad and selector button
Select options in the interface.
Function Keys
Perform core telephony functions: Voicemail, Directory, History, Transfer, Conference, and Hold.
Dial Pad
Microphone
Audio Control Keys
Volume button controls handset, headset, speaker, and ring volume. Headset, Mute, and Speaker buttons are illuminated when functions are active.

Figure 1: ShoreTel IP Phone 485g Components

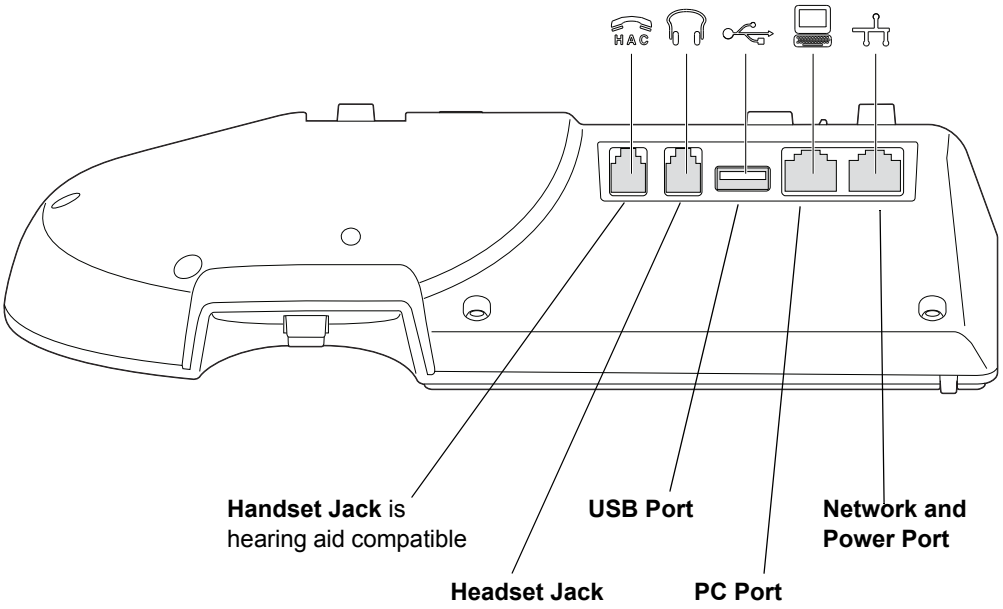

Figure 2: Ports on the Back of the IP Phone 485g

Your Phone's Display

The display screen on your ShoreTel IP phone shows your name, your extension, call appearance buttons, programmed buttons, and other information. Figure 3 shows the elements on the phone display screen.

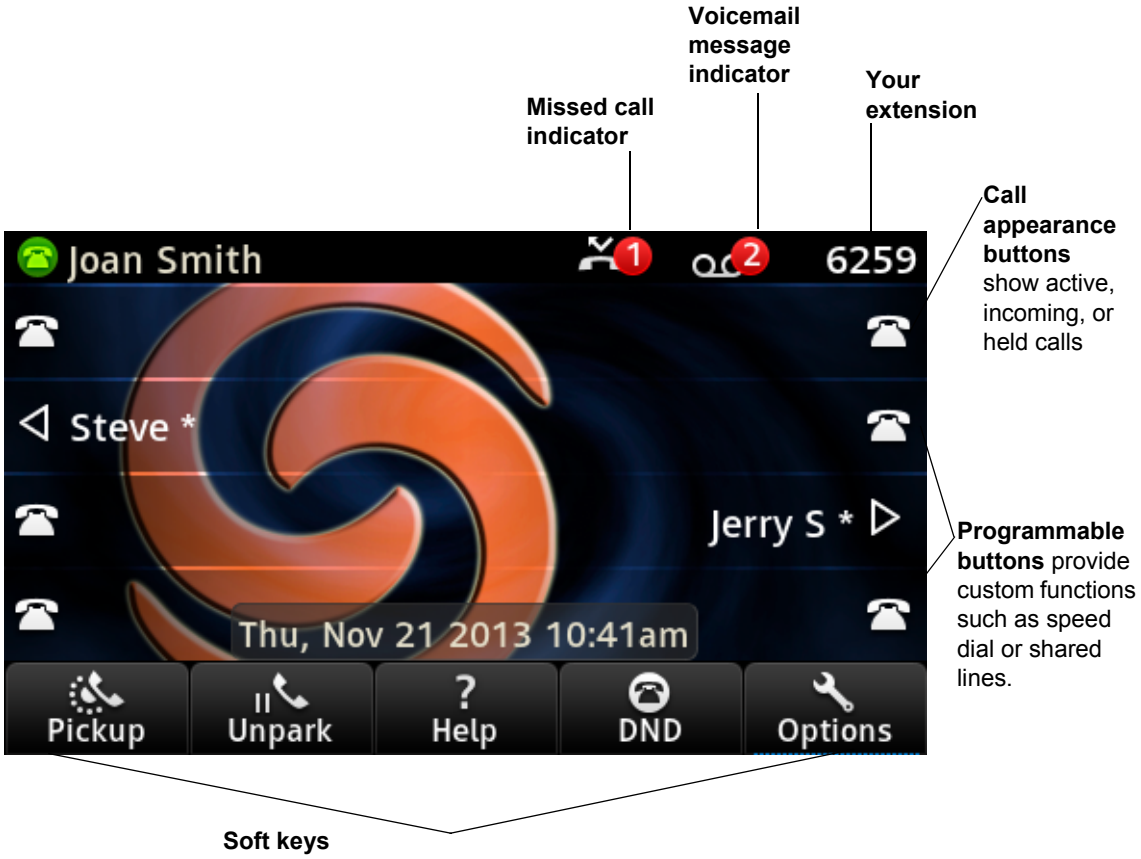

Figure 3: Elements on the Display of the IP Phone 485g

Call Appearance Buttons and Programmable Buttons

Your phone features eight call appearance buttons that show incoming, active, or held calls. These buttons can also be programmed to speed dial a number. For information about functions that your ShoreTel administrator can configure for these programmable buttons, see Other Advanced Features on page 37.

Soft Keys

Your phone includes five soft keys whose function changes depending on the state of your phone. For example, if your phone is idle, the soft keys let you modify settings such as your or phone options. If you have an active call, you can use the soft keys to do such things as hang up, park the call, or join the call with another call to create a conference call. When the label on a soft key is underlined with a dotted line, you can press the selector button on the navigation key pad to perform the function identified on that soft key.

Your Phone's Backlight Operation

To save power, the backlight on your phone's screen dims after a certain amount of time if the phone is not in use. After hours and when the phone has not been used for a certain length of time, the phone display goes completely dark.

The phone screen automatically returns to partial brightness at the start of business hours. At any time, if you press a button on the phone or the phone receives an incoming call, the phone screen returns to full brightness.

Reducing Glare on the Phone's Screen

To reduce glare on your phone's display screen, you can adjust the tilt angle of the stand on the back of your phone. Detailed instructions are provided in the *Quick Install Guide* packaged with your phone.

Headset Compatibility

Plantronics CS5xx and Savi 7xx wireless headsets are compatible with the ShoreTel 400-Series IP phones.

Plantronics wired headsets require that a Plantronics #27190-01 adapter cable be used.

Setting up Your Phone

To use all the functions of your ShoreTel IP phone, your phone needs to be assigned to you and you need to know your password for the voicemail system. You can determine if your phone is assigned to you as follows:

- If the phone displays your name and extension, your ShoreTel administrator has already assigned your phone to you, and you do not need to assign your extension to your phone. In this state, you can receive calls, make calls, and check for new messages using voicemail.
- If the phone displays "Available", use the procedure in Assigning Your Extension to the Phone to assign your extension to your phone. Until your phone is assigned, you cannot receive or place calls.

With the appropriate permissions (set by your ShoreTel administrator), you can log in to any ShoreTel IP phone in the ShoreTel system to assign your extension to that phone.

Assigning Your Extension to the Phone

If your phone displays "Available" and the **Assign user** window, use this procedure to assign your extension to your phone.

Note

If the phone is not assigned to a user but the **Assign user** screen is not displayed, press the first soft key to display it.

1. Enter the phone number that your ShoreTel administrator provided, and then press the **Next** soft key.
2. Enter the voicemail password that your ShoreTel administrator provided, and then press the **OK** soft key.

   Your phone displays your name and extension.

Logging in to the Voicemail System

If you are a new user in the ShoreTel system, you need to log in to the voicemail system to record your name and personal greeting. For details, see Logging in to Voicemail from Your Phone on page 39.

Unassigning Your Extension from the Phone

If you share a phone with others (for example, if you're a mobile worker who shares an office) or if you are using a phone temporarily for some other reason, you should unassign your extension when you are finished using the phone. You can do this through the Options menu.

1. Press the **Options** soft key.

   The Options menu opens.
2. Press the ▼ navigation key to scroll to the **Unassign user** option.
3. With the **Unassign user** option highlighted, press the **Unassign** soft key.
4. At the prompt, press the **Unassign** soft key again.

   Your extension is unassigned from the phone.

Operating Your Phone

This section provides an overview of the following basic phone tasks:

- Placing calls
- Answering calls
- Sending an incoming call to voicemail
- Adjusting the ring and listening volume
- Turning off the phone's ringer
- Muting a call
- Changing automatic off-hook preference

Placing Calls

To place a call, you can use the handset, the speakerphone, or a headset.

Using the Handset to Place a Call

1. To place a call, pick up the handset and dial a phone number.
2. To end the call, hang up the handset.

Using the Speakerphone to Place a Call

1. To place a call using the speakerphone, press the button and dial a phone number.

   The LED in the button lights green, and the call is dialed.

2. To end the call, press the button again.

   The button is no longer illuminated.

Using the Headset to Place a Call

1. To place a call using the headset, press the button and dial a phone number.

   The LED in the button lights green, and the call is dialed.

2. To end the call, press the button again.

   The button is no longer illuminated.

Answering Calls

Ring tones, a green flashing call appearance button, and the flashing red light in the top right corner of your phone indicate an incoming call. If the information is available, the caller's name and number appear in an incoming call window on your display.

To answer a call, you can use the handset, the speakerphone, or a headset. Depending on how you set your automatic off-hook preference, you can also answer a call through your speakerphone or headset using either of the following methods:

- Press the blinking green call appearance button.
- If the incoming call is shown in the focus window on your phone's display, press the **Answer** soft key.

For more information about handling multiple calls, see Answering and Switching Among Multiple Calls on page 22.

Using the Handset to Answer a Call

1. To answer a call, pick up the handset when the phone rings.
2. To end a call, hang up the handset.

Using the Speakerphone to Answer a Call

1. To answer a call, do one of the following:

   - Press the button.
   - If your automatic off-hook preference is configured to use the speaker, press the blinking green call appearance button or press the **Answer** soft key.

     The LED in the button lights green.

2. To end the call, press the button again.

   The button is no longer illuminated.

Using a Headset to Answer a Call

If you plan to use a headset to answer calls, see Changing Your Automatic Off-Hook Preference to Headset on page 30 for instructions for how to designate your wireless or wired regular headset as your default auto off-hook preference.

1. To answer a call using the headset, do one of the following:

   - If you use a wired headset, press the button.
   - If you use a wireless headset, go off-hook with your headset.
   - If your automatic off-hook preference is configured to use your headset, press the blinking green call appearance button or press the **Answer** soft key. (If you use a wireless headset, the phone then displays a message prompting you to press the off-hook button on your headset.)

     The LED in the button lights green.

2. To end the call, do one of the following:

   - If you use a wired headset, press the button again.
   - If you use a wireless headset, put your headset into the on-hook position.

The button is no longer illuminated.

Adjusting the Ring and Listening Volume

To adjust the volume on your phone, use the buttons. The volume settings for the ringer, handset, speakerphone, and headset are independent, and you can set them as follows:

- Adjust the volume of your phone's ringer while the phone is on hook.
- Adjust the handset listening volume while the handset is off hook.
- Adjust the speakerphone volume when the button's LED is illuminated.
- Adjust the headset listening volume when the button's LED is illuminated.

Note

When using a wireless headset, if you experience audio problems, ensure that your wireless headset is configured according to the manufacturer's instructions. Problems that might result from improper configuration include the following:

- You cannot hear a dial tone.
- The volume for you or the other party is not loud enough.
- You hear a buzzing or hissing sound.

Turning off the Phone's Ringer

1. Press the **Options** soft key.
2. Press the navigation key to scroll to the **Audible ringer** option.
3. To turn off the ringer, use one of the following methods:
   - Press the **Toggle** soft key to change the ringer value from **On** to **Off**.
   - Press the selector button on the navigation key pad to toggle between **On** and **Off**.
   - Use the key on the navigation key pad to change the value from **On** to **Off**.
4. Press the **Exit** soft key.

Muting a Call

- To mute a call so that the caller doesn't hear you, press the button.

  The LED on the button is illuminated in red when the mute is active.

- To unmute a call so that the caller can hear you, press again.

The button is not illuminated when the mute is not active.

Guide to the Icons Displayed on Your Phone

Your ShoreTel IP Phone 485g displays icons for phone status and features. These icons are described in the following tables:

- Title bar icons on the phone's main screen are described in Table 1.
- Call appearance button icons on the phone's main screen are described in Table 2 on page 15.
- History icons are described in Table 3 on page 16.

Table 1: Title Bar Icons on the Main Screen

Icon	Description
	Call mode: Standard
	Call mode: Do not disturb
	Missed call
	Voicemail message indicator

Table 2: Call Appearance Button Icons and LED Colors and Blink Patterns

Icon	LED Color and Blink Pattern	Description
	Orange, steady	Do not disturb
	Off	Idle
	Green, 1 second on/ 1 second off	Incoming call
	Green, steady	Dialing or off hook
	Green, steady	Connected call

Table 2: Call Appearance Button Icons and LED Colors and Blink Patterns (Continued)

Icon	LED Color and Blink Pattern	Description
	Green, steady	Connected conference call
	Orange, .25 seconds on/ .25 seconds off	The call is on hold.
	Off	Programmed button (left)
	Off	Programmed button (right)
	Off	Shared line extension
	Red, steady	The shared line extension is in a connected call.

Table 3: Call History Icons

Icon	Description
	Inbound call
	Outgoing call
	Missed call

Using Voicemail

To access your voicemail messages, press the **Voicemail** button.

For complete details about voicemail, see Chapter 4, Using Voicemail on page 38.

Using the Directory

You can use the Directory to quickly look up and dial a person's extension. Through the Directory, you can also access your speed dial numbers, dial a person's voice mailbox, or use the intercom.

Making a Call Using Directory

1. Press the **Directory** button.

Tip

To close the directory, press the **Directory** button or press the **Exit** soft key.

2. Locate the name of the person you want to call using one of the following methods:
   - Use the ▲ and ▼ navigation keys to scroll through the directory list until the name of the person you want to call is highlighted. (To scroll quickly, press and hold a navigation key.)
   - Dial the numbers that correspond with the first few letters in the person's first or last name, pressing a number key once for any letter on that key. For example, to find the name Smith, dial the numbers 76484. You might need to press keys for only the first few letters of the person's name before the name is recognized. If the filtered list contains more than one name, scroll through the list until the name of the person you want to call is highlighted.

Tip

- To delete characters in the filter, press the **Backspace** soft key. Delete all the characters in the filter to return to the full Directory list.

3. With the person's name highlighted, dial the person's number using one of the following methods:
   - Press the **Dial** soft key.
   - Press the selector button on the navigation keypad.
   - Press any idle call appearance button.
   - Pick up the handset to take the phone off hook.
   - Press the speaker button to take the phone off hook.
   - Press the headset button to take the phone off hook.

Accessing Speed Dial Numbers in the Directory

If you have configured speed dial numbers in the ShoreTel Portal, you can access these numbers through the Directory.

1. Press the **Directory** button.
2. Press the **Speed** soft key.

   Your configured speed dial numbers are displayed.

3. Do one of the following:
   - Use the ▲ and ▼ navigation keys to scroll to the number you want to call.
   - Press the number of the entry in the speed dial list. (For example, press **2** to move to the second entry, or press **15** to move to the 15th entry.)
4. With a person's name highlighted, do one of the following:
   - To dial that person's number, press the **Dial** soft key.
   - To contact that person through the intercom, press the **Intercom** soft key.

Note

Intercom is available only for internal extensions and only if your administrator has given you Intercom permissions.

Finding Detailed Contact Information

1. Press the **Directory** button.
2. Use the ▲ and ▼ navigation keys to scroll to the name of the person for whom you want to find contact information.
3. Press the **Open** soft key.

   The person's contact details are displayed.
4. To return to the main Directory screen, press the **Back** soft key.

Using the Intercom through Directory

If you have the proper permissions, you can use the Intercom for internal extensions.

1. Press the **Directory** button.
2. Use the ▲ and ▼ navigation keys to scroll to the name of the person you want to use the intercom to contact. (To scroll quickly, press and hold a navigation key.)
3. Press the **Open** soft key.

   The person's contact details are displayed.
4. Press the **Intercom** soft key.

   The phone initiates an intercom connection.

Dialing a Voice Mailbox from Directory

1. Press the **Directory** button.
2. Use the ▲ and ▼ navigation keys to scroll to the name of the person whose voice mailbox you want to call. (To scroll quickly, press and hold a navigation key.)
3. Press the **Open** soft key.

   The person's contact details are displayed.
4. Press the **Dial VM** soft key.

   The phone calls the voice mailbox of the person you selected.

Using the Call History Viewer

The History viewer displays recent inbound, outbound and missed calls, with the most recent call listed first. Each entry in the History list displays the caller's name or number (if available) and the time or date of the call. If no caller ID information is available for a particular number, the phone displays "Caller ID Unknown."

With the History viewer, you can view all calls, or you can filter to see only incoming (From), outgoing (To), or missed calls. You can also dial directly from the History viewer or delete calls from your call history.

Figure 4: Call History Viewer

Viewing a List of All Calls Placed, Received, or Missed

1. Press the **History** button.

Tip

To close the History viewer, press the **History** button or the **Exit** soft key.

2. Use the ▲ and ▼ navigation keys to scroll through and review your call history. (To scroll quickly, press and hold a navigation key.)
3. To filter the calls in your call history, do the following:
   a. Press the **More** soft key.
   b. Press the **Filter** soft key.
   c. Use the ▼ navigation key to scroll to one of the following options:
      - Select **To** to show all outbound calls.
      - Select **From** to show all inbound calls.
      - Select **Missed** to show all missed calls.
   d. Press the **OK** soft key.

Placing a Call Using the History Viewer

1. Press the **History** button.
2. Use the ▲ and ▼ navigation keys to scroll through the History list until the name of the person you want to call is highlighted. (To scroll quickly, press and hold a navigation key.)
3. With the name of the person you want to call highlighted, choose one of the following options to dial the call:
   - Press the **Dial** soft key.
   - Press the selector button on the navigation keypad.
   - Press a call appearance button.
   - Pick up the handset to take the phone off hook.
   - Press the speaker button to take the phone off hook.
   - Press the headset button to take the phone off hook.

Using the Intercom through the History Viewer

If you have the proper permissions, you can use the Intercom for internal extensions.

1. Press the **History** button.

2. Use the ▲ and ▼ navigation keys to scroll through the History list until the person you want to contact through the intercom is highlighted.
3. Press the **Intercom** soft key.

   The phone initiates an intercom connection.

Deleting a Call from the History Viewer

1. Press the **History** button.
2. Press the **More** soft key.
3. Use the ▲ and ▼ navigation keys to scroll through the History list until the call you want to delete is highlighted.
4. Press the **Delete** soft key.

   The call is removed from the History viewer.

Interacting with Calls

This section describes the following ways to interact with calls:

- Placing a call on hold or off hold
- Answering and switching among multiple calls
- Diverting an incoming call to voicemail or another number
- Transferring a call
- Parking and unparking calls
- Picking up an incoming call for another extension

Placing a Call on Hold or off Hold

- To place an active call on hold, do either of the following:
  - Press the active call's green call appearance button.
  - If the call is in focus (displayed in a window on the phone screen), press the **Hold** button.

  The call appearance button for the held call blinks orange, the call focus window displays an orange border, and a timer shows the length of time the call is on hold.
- To take a call off hold, do either of the following:
  - Press the blinking orange call appearance button.
  - If the call is in focus (displayed in a window on the phone screen), press the **Hold** button.

  The call is taken off hold, and the call appearance button associated with the call illuminates in steady green.

If your phone is on hook while a call is on hold, you hear a reminder ring in 10 seconds and then at one-minute intervals while any call remains on hold.

Answering and Switching Among Multiple Calls

With the appropriate permissions (set by your ShoreTel administrator), you can receive up to 16 incoming calls at once. You are alerted to an incoming call with one or more of the following indicators:

- If you receive the call while you are on another call, you hear a beep on the call.
- If you have an available call appearance button, the button blinks green and you see a window with caller ID information for the incoming call. An arrow associates the window with the call appearance button.
- If all of your call appearance buttons are occupied by programmed buttons and active, incoming, or held calls, the focus window for any additional calls displays caller ID information and identifies the call as an “Off screen call,” and the call is not associated with a call appearance button. Figure 5 on page 22 shows an off-screen call. When a call appearance button becomes available, the oldest off-screen call becomes associated with the newly available call appearance button.

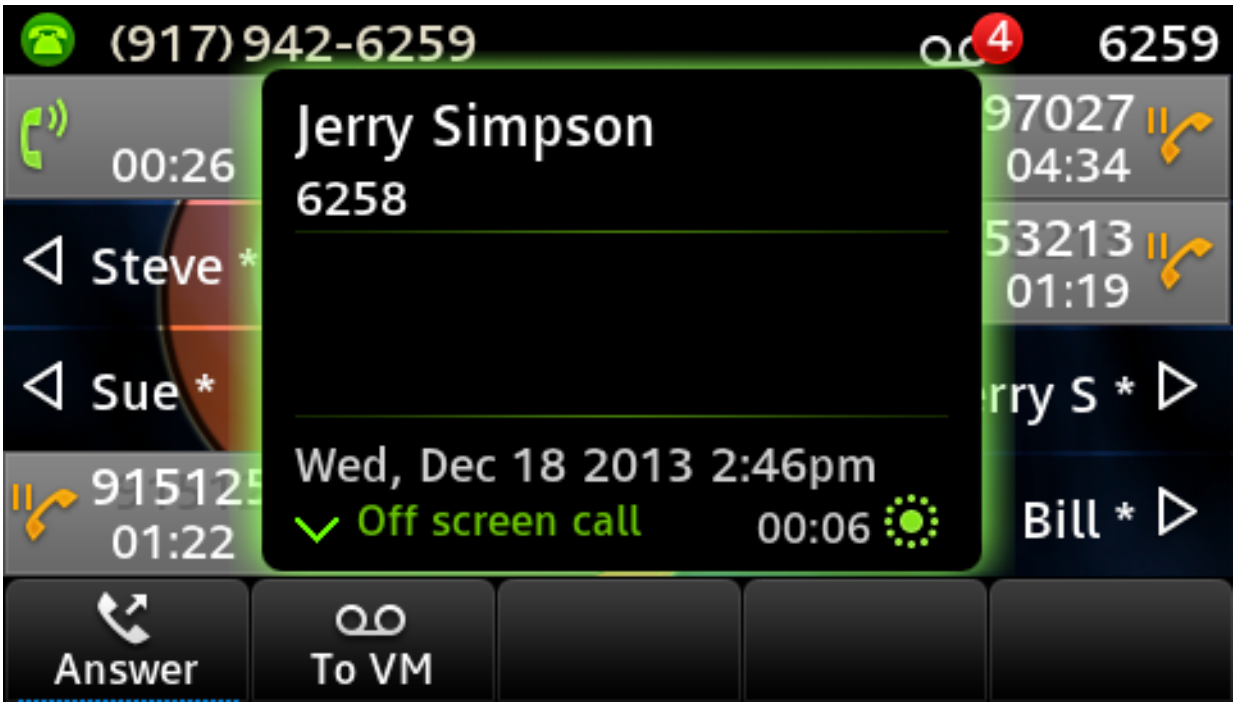

Figure 5: Focus Window Showing an Off-Screen Call

You can move among all on-screen and off-screen incoming, active, or held calls by pressing the ▲ and ▼ navigation keys to locate the call you want to answer or return to. Windows for active or incoming calls have a green outline, and windows for held calls have an orange outline.

- To answer an incoming call that is associated with a call appearance button and put the current active call on hold, do one of the following:
  - Press the green blinking call appearance button for the incoming call.
  - Press the **Answer** soft key.
- To answer an incoming call that is off screen and put the current active call on hold, press the **Answer** soft key.

Diverting an Incoming Call to Voicemail or Another Number

Whether your phone is idle or you are engaged in a call, you can send an incoming call to your voice mailbox or to another number without answering it.

To send an incoming call to voicemail:

- While the phone rings, do one of the following:
  - Press the Voicemail button.
  - Press the **To VM** soft key.
  - Press **#**.

  The call is sent to your voice mailbox.

To transfer an incoming call to another number without answering the call:

1. While the phone rings, press the **Transfer** button.
2. Enter the number you want to transfer the call to.

   The call is transferred to the designated number.

Transferring a Call

You can transfer a call in two ways:

- In a blind transfer, you transfer the call without the other party first answering your call.
- In a consultative transfer, you talk to the other party before completing the transfer.

Both types of transfer use a similar procedure.

To do a blind transfer:

1. While engaged in a call, press the **Transfer** button.
2. Dial the number you want to transfer the call to.

Tip

If you want to cancel the transfer, press the **Cancel** soft key or take the original call off hold.

3. Do one of the following:

   - Press the **Transfer** button.
   - Press the **Transfer** soft key.
   - Hang up.

   The call is transferred to the designated number.

To do a consultative transfer:

1. While engaged in a call, press the **Transfer** button.
2. Dial the number you want to transfer the call to, and press the **Consult** soft key.

Tip

If you want to cancel the transfer before the other party answers the call, press the **Cancel** soft key or take the original call off hold.

3. After the other party answers the call, do one of the following:

   - To complete the transfer, press the **Yes** soft key.
   - To cancel the transfer, press the **Cancel** soft key.

Parking and Unparking Calls

You can park a connected call and later retrieve the call from any phone in the system by unparking it.

To park a call:

1. While the call is active, press the **Park** soft key.
2. Dial a four-digit code of your choice.

   The call is parked.

To unpark a call from any extension:

1. Press the **Unpark** soft key.
2. Dial the four-digit code entered when the call was parked.

   - If only one call has been parked using that code, the call is unparked and appears as an active call.
   - If more than one call has been parked using that code, use the navigation keypad to select the call you want to unpark. The call is then unparked and appears as an active call.

Picking up an Incoming Call for Another Extension

With the appropriate permissions (set by your ShoreTel administrator), you can pick up a call that is ringing on another extension.

1. If you want to answer a call coming in to another phone, press the **Pickup** soft key.
2. Dial the extension number for which you want to pick up an incoming call.

   The call is now an active call on your extension.

CHAPTER

2

Customizing Your Phone

This chapter provides instructions for customizing your ShoreTel IP Phone 485g. It contains the following information:

Overview of Customizing Your Phone 28
Using Do Not Disturb (DND) Mode 28
Changing Call Forwarding Options 28
Changing Your Automatic Off-Hook Preference to Headset 30
Changing the Ringtone 31
Changing the Wallpaper Displayed on the Phone 32
Changing the Time Zone of Your Phone 32
Enabling Handsfree Mode to Suppress Dial Tone for Off-Hook Headsets 33

Overview of Customizing Your Phone

You can customize your phone by setting a variety of user options. This section explains how to customize the following user options using your telephone's interface:

- Do Not Disturb mode
- call forwarding options
- automatic off-hook preference
- ring tone
- wallpaper
- time zone
- handsfree mode (suppressing dial tone for headset users)

You can also modify user options through the ShoreTel Portal at https://portal.shoretelsky.com. See the ShoreTel Sky documentation for more information.

Using Do Not Disturb (DND) Mode

Pressing the **DND** soft key puts the phone into "Do Not Disturb" mode. When your phone is in DND mode, any incoming calls for your number are handled according to the call-forwarding options you have selected.

When you select DND, any unprogrammed call appearance buttons on your phone display the icon and the call appearance LEDs for those buttons light up orange. If you have a button programmed for a shared line on another phone, that phone will ring even if you have selected DND on your phone.

Changing Call Forwarding Options

1. Press the **Options** soft key.

   The Options menu opens, and the **Call forwarding** option is highlighted.

2. With the **Call forwarding** option highlighted, press the **Open** soft key.

   The call forwarding options are displayed.

3. Press the ▼ navigation key to scroll to the call forwarding option for which you want to specify settings, and then press the **Edit** soft key.

4. Set the options for **Always**, which specifies how to handle all calls received when this forwarding option is active, by using the navigation keys to select from the following options:

   - **Forward calls** specifies when and where to forward calls:
     - **On** means that calls are forwarded to the **Always destination** you specify.
     - **Off** means that calls are not forwarded.
     - **Vmail** means that calls are forwarded to voicemail.
   - **Always destination** specifies the number that calls should be forwarded to when the **On** call-forwarding option is selected.

5. Set the options for **No answer**, which specifies how to handle calls that you do not answer or that the phone is not able to accept, by using the navigation keys to select from the following options:

   - **Forward calls** specifies when and where to forward calls when there is no answer:
     - **On** means that unanswered calls are forwarded to the **No answer destination** you specify.
     - **Off** means that unanswered calls are not forwarded.
     - **Vmail** means that calls are forwarded to voicemail.
   - **No answer destination** specifies the number you want calls forwarded to when you do not answer them.
   - **Number of rings** specifies the number of times the phone rings before the call is forwarded.

6. Set the options for **No Service**, which specifies how to handle incoming calls when the phone is unplugged, by using the navigation keys to select from the following options:

   - **Forward calls** Specify the following options for forwarding calls:
     - **On** means that when the phone is unplugged, incoming calls are forwarded to the **No service destination** you specify.
     - **Off** means that when the phone is unplugged, incoming calls are not forwarded.
     - **Vmail** means that calls are forwarded to voicemail.
   - **No service destination** specifies the number you want calls forwarded to when the phone is unplugged.

7. After setting options, press the **Back** soft key, and then press the **Back** soft key again.

   The changes are saved.

8. Press the **Exit** soft key.

Changing Your Automatic Off-Hook Preference to Headset

If you frequently use a headset with your phone, you might want to designate your headset as the audio path that is automatically activated when you place or receive calls. The speakerphone is the default automatic off-hook preference.

1. Press the **Options** soft key.

   The Options menu opens.

2. Press the ▼ navigation key to scroll to the **Auto off-hook** option, and use one of the following methods to select Headset:

   - Press the **Next value** soft key to highlight **Headset**.
   - Use the ▶ key on the navigation key pad to highlight **Headset**.

     Headset is highlighted, indicating that your headset is your automatic off-hook preference. (The option with black letters is the active option, as shown in Figure 6 on page 31.)

3. Press the ▼ navigation key to scroll to the **Headset type** option, and use one of the following methods to select the type of headset you use:

   - Press the **Next value** soft key to toggle between **Wired** and **Wireless**.
   - Press the ▶ key on the navigation key pad to select **Wireless** or the ◀ key to select **Wired**.

     The desired headset type is highlighted.

4. Press the **Exit** soft key.

Figure 6: Active Options Are Indicated with Dark Text

Changing the Ringtone

1. Press the **Options** soft key.

   The Options menu opens.

2. Press the ▼ navigation key to scroll to the **Ringtone** option.
3. Press the **Edit** soft key.
4. Press the ▲ or ▼ navigation keys to scroll through the various ringtones available, and preview the ringtones as follows:

   - To hear the selected ringtone as it would sound for internal calls, press the **Preview Internal** soft key.
   - To hear the selected ringtone as it would sound for external calls, press the **Preview External** soft key.

5. When you have identified the ringtone that you want to use, highlight it and press the **OK** soft key.
6. Press the **Exit** soft key.

Changing the Wallpaper Displayed on the Phone

1. Press the **Options** soft key.

   The Options menu opens.

2. Press the ▼ navigation key to scroll to the **Wallpaper** option.
3. Press the **Edit** soft key.
4. Press the ▲ or ▼ navigation keys to scroll through the various wallpaper images, and view the preview image on the right side of the screen.
5. When you have identified the wallpaper image you want to use, highlight it and press the **OK** soft key.
6. Press the **Exit** soft key.

   The wallpaper image you selected is displayed as the background on your phone screen.

Changing the Time Zone of Your Phone

By default, your phone uses the time zone specified by the voice switch that controls it. You can override the default time zone to specify another time zone.

1. Press the **Options** soft key.

   The Options menu opens.

2. Press the ▼ navigation key to scroll to the **Time zone** option.
3. Press the **Edit** soft key.
4. Press the ▼ navigation key to scroll through the various time zones, and highlight the time zone you want to use for your phone.

Note

The current time zone is indicated with a check mark.

5. Press the **OK** soft key.
6. Press the **Exit** soft key.

   The time displayed on your phone screen matches the selected time zone.

To change the phone back to the default time zone:

1. Press the **Options** soft key.

   The Options menu opens.

2. Press the ▼ navigation key to scroll to the **Time zone** option.
3. Press the **Reset** soft key.
4. Press the **Exit** soft key.

   The time displayed on your phone screen matches the default time zone.

Enabling Handsfree Mode to Suppress Dial Tone for Off-Hook Headsets

If you frequently use a headset, you might want to enable the Handsfree Mode so that you do not hear the dial tone when you go off hook with your wired or wireless headset.

Note

Even with Handsfree Mode enabled, if you have unheard voicemail messages you hear a short stutter tone.

1. Press the **Options** soft key.

   The Options menu opens.

2. Press the ▼ navigation key to scroll to the **Handsfree mode** option.
3. To enable handsfree mode, use one of the following methods:

   - Press the **Toggle** soft key to toggle the ringer value between **Off** to **On**.
   - Press the selector button on the navigation key pad to toggle between **On** and **Off**.
   - On the navigation key pad, press the ▶ key to select **On** or the ◀ key to select **Off**.

4. Press the **Exit** soft key.

CHAPTER

3

Using Advanced Features

This chapter provides instructions for using the advanced features of the ShoreTel IP Phone 485g. It contains the following information:

Making a Conference Call 35
Using the Join Feature to Conference Active Calls 36
Paging 36
Other Advanced Features 37

Making a Conference Call

A conference call involves more than two parties connected in a call. The number of people you can conference together in a call using your **Conference** button depends on your system configuration. Contact your ShoreTel administrator for the details about your system's conference capabilities.

You can set up a conference call using either of the following approaches:

- In a blind conference call, you conference the people together without the other person first answering your call.
- In a consultative conference call, you talk to the person before adding that person to the conference call.

To make a conference call:

1. Dial the extension of the first person you would like to include in the conference call, and consult with that person.
2. Press the **Conference** button.

   The call is put on hold.

Tip

Press **Cancel** soft key or the **Hold** button if you want to cancel the conference.

3. Dial the extension of the next person you would like to add to the conference call.
4. Optionally, after dialing the extension, you can quickly do one of the following:
   - Press the **Conference** soft key to initiate a blind conference call.
   - Press the **Consult** soft key or wait until the timeout ends to initiate a consultative conference.
   - If you have the necessary permissions, press the **Intercom** soft key to connect with the other party through the intercom.
5. Do one of the following:
   - While the phone rings, proceed to the next step.
   - Wait for the person to answer, and consult with the person if necessary.
6. If you've initiated a consultative or Intercom conference, when prompted press the **Yes** soft key to proceed with the conference.

   A three-way conference call is established. Your phone displays the number of other participants included in the conference call.
7. Repeat steps 1-6 for each additional person you want to include in the conference call.

Tip

To see the names of the people included in the conference call, press the **Show** soft key. While showing conference participants, to drop a party from the conference call, use the ▼ or ▲ navigation keys to scroll to that person's name within this list. With the name highlighted, press the **Drop** soft key. To return to the conference screen, press the **Back** soft key.

Using the Join Feature to Conference Active Calls

When you are engaged in an active call or a conference call, you can add another incoming or held call to your conference call through the Join feature.

- To add the call to an existing call or conference call, press the **Join** soft key.
  - If there is only one other call on the phone, the new call is automatically added to the held call or conference call.
  - If more than one other call is on hold, the phone displays a list of calls you can join the active call to. Use the navigation key pad to scroll to the call you want to join, and press the **Join** soft key.
  - If the call in focus is a held call, when you press the Join soft key it joins the held call to the active call.

Paging

If your phone and other phones at your site are configured for paging, you can use group paging to simultaneously page all of the phones included in a list of extensions.

To use the paging function, your ShoreTel administrator must give you access and provide the paging code.

To send a page:

1. Dial ***74** plus the page code your ShoreTel administrator provided and wait for the confirmation tone, and then begin speaking into the handset.
2. Hang up when you are finished.

Note

If you hear an error tone when you try to page, paging might not be configured at your site or you might not have the necessary permissions to use paging. Contact your ShoreTel administrator for assistance.

Other Advanced Features

Your ShoreTel administrator can assign a variety of features and permissions to you that you can access through the programmable buttons on your phone. Some of these features are also available through star codes.

Table 4 on page 37 describes these advanced features. These features are available only if your ShoreTel administrator has configured your user profile with the necessary permissions.

Table 4: Advanced Features

Feature Name	Method	Description
Barge	After initiating a silent monitor on another extension, press the Barge soft key.	You can join an in-progress call (“barge in”) as a conferenced participant. This feature is useful for operators, executive assistants, trainers, and supervisors.
Block Caller ID	To block caller ID for a particular call, dial the outbound dial digit followed by ***67** and then the 10-digit phone number. Example: 9 *67 123-456-7899	Your default Caller ID setting is defined in the ShoreTel Sky portal, but you can override this setting for a particular call. If your default setting specifies that caller ID is not blocked, you can block your caller ID for a particular call so that “Anonymous,” “Blocked,” or “Unavailable” is displayed instead of your phone number for that call.
Shared Line		Through a shared line, you can monitor the extension of another user so that you can help manage calls for that extension. The call appearance button assigned to the targeted extension displays an icon when that extension has an incoming call or is in a connected call.
Silent Coach	After initiating a silent monitor on another extension, press the Coach soft key.	You can listen to and coach someone during a call without the outside party hearing. This feature is useful for users such as trainers and supervisors.
Silent Monitor	Dial ***17** plus the extension you want to monitor.	You can silently monitor a call on another extension. You are added to the existing call without being heard or seen by any party. This feature is useful for users such as supervisors.
Unblock Caller ID	To unblock caller ID for a particular call, dial the outbound dial digit followed by***82** and then the 10-digit phone number. Example: 9 *82 123-456-7899	Your default Caller ID setting is defined in the ShoreTel Sky portal, but you can override this setting for a particular call. If your default setting specifies that caller ID is blocked, you can unblock caller ID for a particular call so that your phone number is displayed for that call.

CHAPTER

4

Using Voicemail

This chapter provides information about using the voicemail system. It contains the following information:

- Voicemail Overview 39
- Logging in to the Voicemail System 39
  - Logging in to Voicemail from Your Phone 39
  - Logging in to Voicemail from Another Extension 39
- Changing Your Voicemail Greeting 39
- Using Voicemail Options 40
- Using Message Playback Options 41
  - Menu of Message Options 41
  - Listening to, Replaying, Saving, and Deleting Messages 41
  - Forwarding a Message 42
  - Replying to a Message 42

Voicemail Overview

A blinking red light in the upper right corner of your phone and the icon at the top of your phone's display screen indicate that you have unheard voicemail messages. With the ShoreTel IP Phone 485g, you can retrieve your voicemail messages using either the ShoreTel voicemail system, which you access by dialing into the system and navigating through a series of audio prompts, or the ShoreTel Sky Portal.

This chapter describes how to use the voicemail system through the phone.

Logging in to the Voicemail System

To hear your messages using the voicemail system from your phone, you must first log in to the voicemail system. You can also log in to the voicemail system from another extension.

Logging in to Voicemail from Your Phone

1. Do one of the following:
   - Press **#** while the phone is on hook.
   - Press **#** while the phone is off hook with dial tone.
   - Press the **Voicemail** button.

   Your phone dials the ShoreTel voicemail system.
2. At the audio prompt, enter your password, and then press **#**.

Note

The first time you log into the voicemail system, you are prompted to record your name.

Logging in to Voicemail from Another Extension

1. Dial your own extension; during the voicemail greeting, press *.
2. Enter your password, and then press **#**.

Changing Your Voicemail Greeting

To personalize the greeting that others hear when they call you, you can record your name and your greeting.

Recording Your Name

1. After accessing your voicemail, press * to skip any messages.
2. In the main voicemail menu, press **4**.
3. To record your name, press **2**.
4. Record your name, and then press **#**.
5. To save the recording, press **3**.

Recording a Personal Greeting

1. After accessing your voicemail, press * to skip any messages.
2. In the main voicemail menu, press **4**.
3. To record your personal greeting, press **1**.
4. Record your greeting, and then press **#**.
5. To save your greeting, press **3**.

Using Voicemail Options

After accessing your voicemail inbox, you hear a welcome message providing you with a summary of your voicemail messages and the following list of options:

- To play messages in your inbox, press **1**.
- To access saved messages, press **2**.
- To change your voicemail password, press **3**.
- To manage your voicemail greeting, press **4**.
- To access the following additional options, press **5**:
  - To access deleted messages, press **1**.
  - To set message playback order, press **2**.
  - To set password protection rules, press **3**.
  - To set message waiting indication, press **4**.
  - To set message envelope rules, press **5**.
  - To manage company Auto Attendant prompts, press **7**.
  - To broadcast messages to distribution groups, press **8**.
  - To cancel, press **9**.

Using Message Playback Options

This section provides the list of message options as well as some common tasks.

Menu of Message Options

After listening to a voicemail message, you can do any of the following:

- To go to the previous message, press **1**.
- To reply to a ShoreTel voicemail message, press **2**.
- To call the sender, press **3**.
- To replay the message, press **4**.
- To hear envelope information (day, date, and time of the message), press **5**.
- To forward the message to a ShoreTel voicemail box, press **6**.
- To delete the message, press **7**.
- To go to the next message, press **8**.
- To save the message, press **9**.
- To return to the previous menu, press *.
- To skip to the end of a message, press 0.
- To skip envelope information for the next message, press **#**.

Using Shortcut Keys

You can use various shortcut keys to navigate through the voicemail system more quickly, as follows:

- While listening to the greeting, to go to the operator or Auto Attendant, press **0**.
- While listening to a voicemail message, you can do any of the following:
  - To rewind a message, press **1**.
  - To pause a message, press **5**.
  - To fast forward a message, press **8**.
  - To skip to the next message, press **#**.
- After recording a voicemail message, press **#** to access options.

Listening to, Replaying, Saving, and Deleting Messages

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. As you listen to each message, you can do one of the following:
   - To replay a message, press **4**.
   - To save a message, press **9**.
   - To delete a message, press **7**.

Forwarding a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. After listening to the message you want to forward, press **6**.
4. When prompted, enter the extension that you want to forward the message to followed by **#**.
5. If you want to forward the message to more than one extension, enter the next extension followed by **#**.
6. After entering all the extensions you want to forward the message to, press #.

   The system verifies that the message has been forwarded.

Replying to a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. After listening to the message you want to reply to, press **2**.
4. Choose one of the following options:

   - To reply with a voice message, press **1**.
   - To reply with a call back, press **2**.
   - To reply to all with a voice message, press **3**.
   - To return to the previous menu, press *****.

CHAPTER

5

Troubleshooting

This chapter provides information to help you diagnose and address problems with your phone. It contains the following information:

Problems and Solutions 44
Getting Help 44
Viewing Phone Information 44
Rebooting Your Phone 45

Problems and Solutions

Table 5 shows common problems and solutions.

Table 5: Troubleshooting

Problem	Solution
Your phone's display shows "No Service."	Your phone is temporarily inoperable. Contact your system administrator.
Your phone's display is blank.	Try the following solutions: ■ Your phone might be in power-saving mode. Go off hook or press any key to bring the phone screen back to full brightness. ■ The phone might not be connected to a working power source. Contact your system administrator.
You hear no dial tone when you take the handset off hook, but you hear a dial tone when using either the speaker or a headset.	The handset cable must be plugged firmly into place on both the phone base and the handset. To ensure a tight connection, unplug and reconnect the cable at both points, clicking the jack firmly into place. Take the handset off hook and listen for a dial tone.

Getting Help

If you have an urgent issue or a question about your phone, you can contact the Help Desk directly from your phone.

1. Press the **Help** soft key.
2. At the prompt, press the **Yes** soft key.

   Your phone dials the Help Desk.

Viewing Phone Information

You can view information about your phone, such as its IP address, subnet mask, version, and MAC address.

1. With the phone on hook, press the button.

The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

2. Dial **4636** (the digits that correspond with I-N-F-O), and then press **#**.

   The Admin options menu opens.

3. Use the ▲ and ▼ navigation keys to scroll through the Admin options menu, and press the Open soft key to open any item and see more details.

Rebooting Your Phone

1. With the phone on hook, press the button.

   The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

2. Dial **73738** (the digits that correspond with R-E-S-E-T), and then press **#**.

3. Select one of the following options:

   - To reboot your phone, press the **Reset** soft key.

     Your phone reboots.

   - To cancel the reboot, press the **Exit** soft key.

     The reboot process is canceled, and your phone returns to normal operation.

Tip

While it is also possible to reboot your phone by unplugging the Ethernet cable from the back of your phone and plugging it in again, the preferred method is the one described in this procedure because it maintains the PC connection.